



RENT DEFAULT CLAIM GUIDE

This guide is designed to help you through the claim process by providing a list of what information to collect when you have included Rent Default cover on your Padlock policy and you need to make a claim.

Please see the next page for a guide of important information you can provide that will help us to assess your claim. Providing these details will help to ensure a smooth claims process.

CONTACT DETAILS

Enquiries 13 24 80 (13 CGU 0)
24 hours/7 days a week

Email claims@cgu.com.au

For more information on CGU and the claims process, please go to cgu.com.au

PROVIDING THE FOLLOWING INFORMATION
WILL HELP CGU TO ASSESS YOUR CLAIM:

- CGU policy number
 - Insured name
 - Risk address
 - The frequency and amount of rent
 - Tenant details including forwarding address
 - Agent or property manager details
 - Bond amount and reletting expenses
 - Period of rent loss
 - Description of loss / damage
 - GST Details (ABN & ITC) (If applicable)
- Copies of:
- The lease agreement
 - The tenant application form
 - Commencement and termination inspection reports
 - The rental ledger
 - Notices to remedy any breach
 - The new lease (if applicable)
 - Any applicable court orders
 - A letter from the managing agent advising the date risk vacated
 - Records of attempts to remedy non-payment and evict tenant

Please use the space below to record personal claim information (to be supplied once you lodge your claim). This information should be kept for future reference.

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CLAIM INFORMATION DETAILS

Claim
Number

Claim
consultant
details